



STYLES STREET
Children's Community Long Day Care

Parent Code of Conduct

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1. Policy Statement

As a professional provider of quality early childhood education, Styles Street Children's Community Long Day Care supports the rights of children and is committed to providing a standard of service which ensures their safety and wellbeing.

This document sets out the code of conduct to support parents/caregivers and visitors to respond in a way that supports the safety, welfare and wellbeing of staff, children, and families at all times. As a parent/caregiver of a child attending this service, you must agree to the following code of conduct.

2. Commitment

As parents / carers we will:

- Respect the rights, dignity and worth of every staff member, management committee member, child, and family regardless of their gender, ability, cultural background, or religion.
- Treat all people while at the service with courtesy, fairness, and respect.
- Advise the service of areas of potential conflict, such as parenting and family court orders in accordance with relevant laws.
- Communicate positively with staff, other parents, and children.

As parents / carers we will not:

- Discipline any child who is not our own under any circumstances.
- Attend the service affected by illegal drugs or alcohol or consume them while at the service.
- Smoke at the service or surrounding areas.

- Use abusive language or expletives, raise our voice, insult, or engage in violent behaviour to anyone on the service grounds or at any service-related events.
- Intimidate, undermine, threaten, bully, or harass other students, employees or family members
- Disclose the personal details of a child or parent to another person without consent.

3. Breaches to this Parent Code of Conduct

To provide a safe environment for staff, children, families and visitors at the service, Styles Street Children’s Community Long Day Care reserves the right to take appropriate action if this Code of Conduct is breached in any way.

The consequences for breaches of this Parent Code of Conduct will be determined by management and may include the following:

- A warning, either verbal or in writing
- In cases when the centre Director and Committee of management feel that any member of the community’s safety and wellbeing is at threat, exclusion from the service and centre events may be enforced. A meeting will be held with management to resolve and determine an appropriate course of action to move forward in line with our Complaints Handling Policy.
- Involvement by other authorities

4. Making a Complaint

Our service has a Complaints Handling policy which is available to you; it details the way complaints are handled objectively to support the continuous improvement of our service. You can also make complaints directly to the Regulatory Authority at any time. Details are displayed prominently at the service entry.

5. Monitoring, Evaluation and Review

This policy will be monitored to ensure compliance with WHS requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every two years. Families and staff are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved. In accordance with R. 172 of the Education and Care Services National Regulations, the service will ensure that families of children enrolled at the service are notified at least 14 days before making any change to a policy or procedure that may have significant impact on the provision of education and care to any child enrolled at the service; a family’s ability to utilise the service; the fees charged or the way in which fees are collected.

6. LEGISLATION AND CONSIDERATIONS

- Education and Care Services National Law and Regulations
- Work Health and Safety Act 2011
- Safe Work Australia Model WHS Laws
- State/territory specific WHS legislation

7. RELATED GUIDELINES, STANDARDS, FRAMEWORKS AND OTHER SOURCES

- ACECQA’s Guide to the National Quality Framework
- Community Early Learning Australia (CELA) - www.cela.org.au
- Staff Professional Code of Conduct

- Complaints Handling Policy

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